

4 February 1986

MEMORANDUM FOR: Director, OIT

FROM: O/D/OIT

SUBJECT: OIT Secretarial Training Requirements

The secretary to the EXDIR has asked me to solicit input from you concerning what training you think should be required of secretaries in OIT. The types of skills to be considered are: basic (typing, shorthand, etc.); technical (automation--word processors, computers, etc.); management (correspondence, conferencing, etc.); and executive development.

She suggested you consider such questions as the following:

What types of skills do your new EODs have and what do they need?

Evaluate your secretaries. What type of training and skills are lacking? What training would you like them to have such as computer, grammar, editing/proofing, supervisory, inter-personal skills, protocol (office etiquette, telephones), etc.

In what priority do you want them to take the training?

This information will be given to the Secretarial Task Force for their use in establishing the training requirements for advancement within the new secretarial career service.

Please send me your input by COB, 12 February. Thank you.

Basic: typing, word-processors, PC, AVM

full use of telephone systems
grammar, word power, editing/proofing, filing
inter-personal skills, etiquette

Mid level: Know structure of CIA and key players

Know functions of various organizations

Know how basic records keeping process of Agency works/rules

control calendar of boss

monitor in/out paper to boss and make certain deadlines met

maintain files system on action items

have knowledge of total community

recognize jargon and get it out of upward moving correspondence

High level: Manage office & other secretaries/clerks — Set tone (Role model)

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